

REMARKS

Reconsideration and further examination of the subject patent application in view of the RCE submitted herewith and in view of the present Amendment and the following Remarks is respectfully requested. Claims 1-26 are currently pending in the application. Claims 1-10 and 12-26 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Pat. No. 6,970,915 to Partovi et al. (“Partovi”); and claims 1-19 and 24 have been rejected under 35 U.S.C. §102(b) as being anticipated by EP 0903921 A2 to Foladare, et al. (“Foladare”). Claims 1, 7, 10, 11, 12, 16, 18 and 23 have been amended. After careful review of the claims and references, it is believed that all the claims are in allowable form and a Notice of Allowance is therefore respectfully requested.

The independent claims 1, 12, and 16 are limited to "an administrator responsible for management of the call center" and to "providing information about the call center management to the administrator". An administrator of the call center is defined in the specification as a person who is "responsible for the management of the call center" (p. 5, lines 13-19). Information about the call center is described on p. 5, lines 20-26, and in the table on page 6 of the patent specification; and by examples such as at page 12, lines 16-19 of the specification.

Thus, independent claims 1, 12 and 16 are clearly limited to management information about the call center. In contrast, Partovi is directed to providing streaming content to users. A system like Partovi would not want its customers to have access to administrator management data. The cited portions of Partovi at Col. 5, lines 15-30 merely describes that the system may adapt its voice character, and make purchase suggestions, but does not provide information to users about the call center (voice character/dialect information is not provided to the caller, it is

used by the system). Similarly at Col. 15, lines 30-45 Partovi merely describes the customer ability to specify topics to be played to that specific customer, but call center management information is not provided. Since Partovi provides information about users of a call center instead of about the call center management, Partovi does not do the same or any similar thing as that of the claimed invention. Since Partovi does not do the same or any similar thing as that of the claimed invention, the independent claims are distinguishable over Partovi.

Claim 1, 12, and 16 are also limited to providing information about the call center “to the administrator”. In contrast and as demonstrated above, Partovi fails to provide any teaching or suggestion of providing information to “an administrator”. The term “administrator” is well defined in the specification and claims to refer to one who is responsible for management of the call center (see P. 5, lines 13-19) which clearly excludes the customers of the information streaming system of Partovi. The cited portion of Partovi at Col. 4, lines 12-40 and Col. 15, lines 6-17 describes only the customer content selection, and customer profiles and personalization for that specific customer, not access by an administrator who manages the call center. Since Partovi fails to teach or suggest this claim element, the independent claims are believed to be distinguishable for this reason as well.

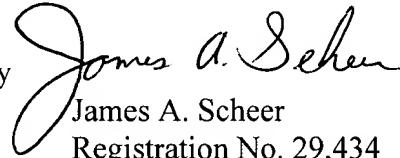
Claims 10 and 18 have been amended to clarify that learning is learning of a pattern of regularly used access commands. In Partovi, the system is limited to adapting the voice character. Thus, this feature is also not disclosed by Partovi. Claims 11 and 23 have been amended to clarify that a barge in request as described on page 12, lines 10-13, interrupts information requesting presentations. Partovi, as described at col. 7, lines 6-12 merely describes making of explicit selection in the user profile but not interruption of presentations. Thus, these

claims 10, 11, 18 and 23 are believed to be further distinguishable over Partovi.

For the foregoing reasons, applicant submits that the subject application is in condition for allowance and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,
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